



EDWARD B. GRIMBALL, Chairman
HOWELL CLYBORNE, JR.
EMERSON F. GOWER, JR.

SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE

FRANK A. RAINWATER
Executive Director

RFA BOARD AGENDA

April 10, 2017

2:45pm or Upon Adjournment of BEA Meeting

Bowers Conference Room

Room 417, Rembert C. Dennis Building

- I. Welcome
- II. Adoption of Meeting Minutes for November 10, 2016
- III. Resolution Honoring Chad Walldorf
- IV. Agency Updates
 - A. Employee Recognition
 - i. Years of Service
 - a. Carson Rogerson (5 years)
 - b. Lisa Wren (5 years)
 - c. Julie Royer (10 years)
 - d. Cindy Pohar (30 years)
 - e. Diane Porter (30 years)
 - ii. Retirement
 - a. Bob Stein (36 years)
 - B. Customer Satisfaction Survey
- V. Future Meetings
 - A. May 18, 2017, Upon Adjournment of BEA Meeting (If necessary)
 - B. June 15, 2017, Upon Adjournment of BEA Meeting (If necessary)
 - C. July 27, 2017, Upon Adjournment of BEA Meeting (If necessary)
 - D. 2017 Calendar at <http://rfa.sc.gov/calendar?m=04&y=2017>
- VI. Adjournment

Please note the Agenda is subject to change.



RECOGNITION OF YEARS OF SERVICE	
Carson Rogerson	5 Years
Lisa Wren	5 Years
Julie Royer	10 Years
Cindy Pohar	30 Years
Diane Porter	30 Years
RETIREMENT	
Bob Stein	36 Years



Customer Focus: Survey Report FY 2017

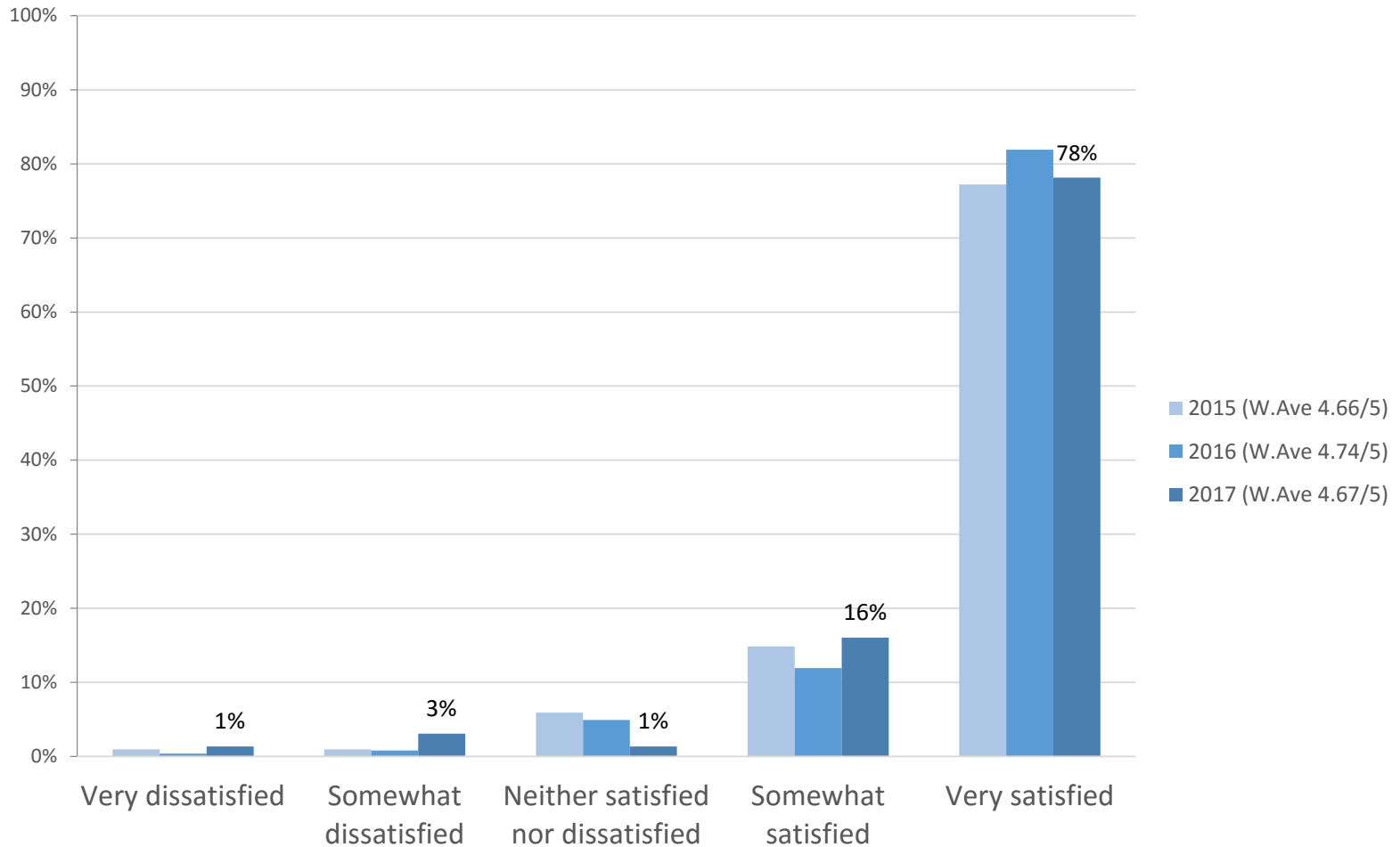
Customer Feedback Surveys

- Surveys were emailed to 1,488 RFA customers (305 responses*)
 - RFA's diverse customer base includes:
 - Elected officials
 - Local 911 personnel
 - Farmers
 - University researchers
 - State agencies
 - Professional land surveyors
 - GIS managers/technicians
 - Non-profit organizations
- Core areas of focus:
 - Overall satisfaction
 - New question regarding satisfaction with customer service provided
 - Quality, timeliness, and how well the products, services, and information meet customer needs
- Detailed sectional survey for external customers
 - Geodetic - split into three surveys due to Geodetic's diverse customer base
 - Detailed surveys will cycle each RFA section once every 3 years
- Intra-agency survey for Human Resources and Information Technology
 - For quality assessment and benchmarking



Customer Focus: Survey Report FY 2017

Overall, how satisfied are you with our agency?

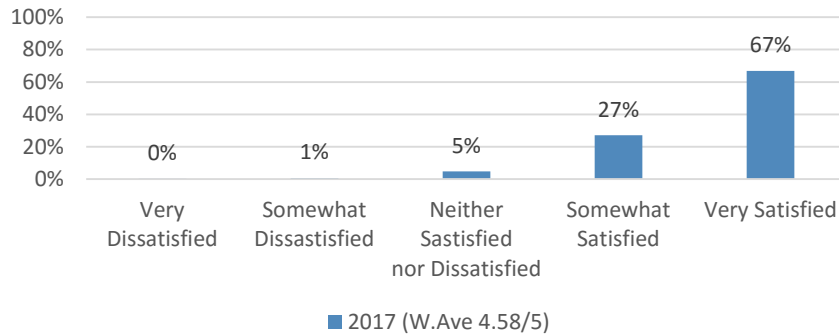


* 8 surveys removed for response inconsistency.

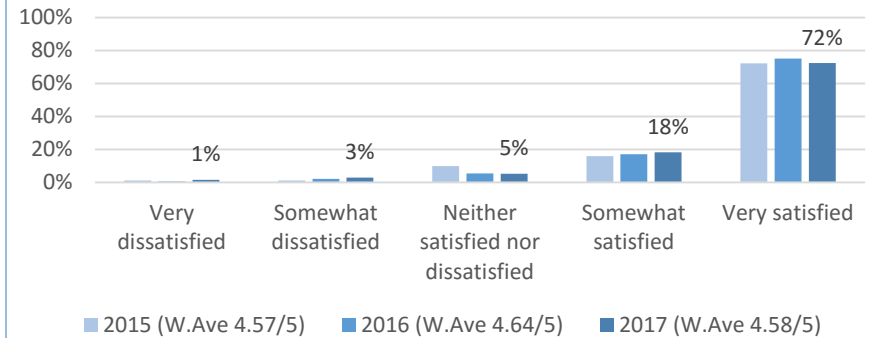


Customer Focus: Survey Report FY 2017

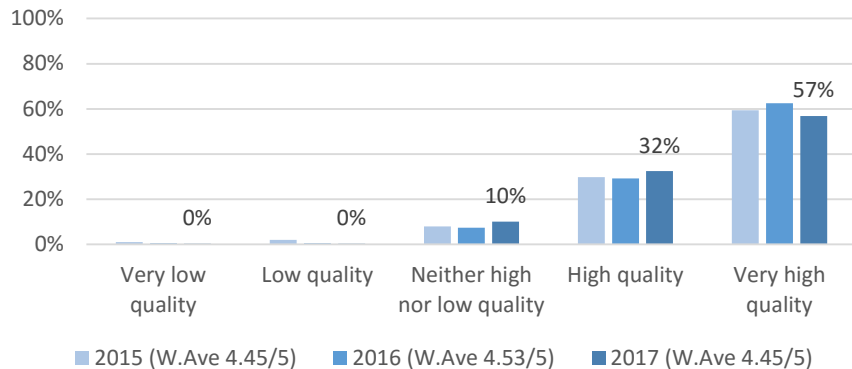
How would you rate the quality of the customer service we provide?



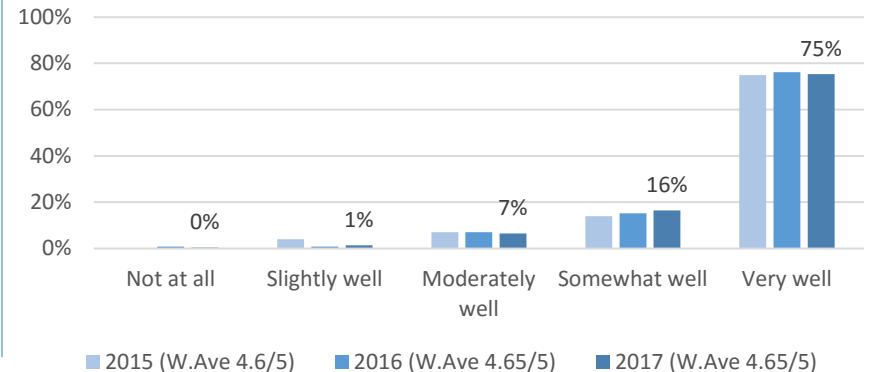
How satisfied are you with the timeliness of the products, services, and information we provide?



Rate the quality of the products, services, and information we provide?



How well do the products, services, and information we provide meet your needs?



* 8 surveys removed for response inconsistency.

Customer Focus: Survey Report FY 2017

Agency-wide Takeaways:

- Overall, customers continue to be very satisfied
- Staff has developed strong relationships with customer base
- Continued confusion related to agency name recognition
- Continue to review processes and procedures to increase efficiency/timeliness of the products, services, and information we provide without sacrificing quality standards
- Maintain open lines of communication with customers



Customer Focus: Survey Report FY 2017

SC Geodetic Survey

- Survey was sent to 755 RFA Customers – 133 responses
- Survey was specific to:
 - Height modernization
 - Real-time network
 - County boundary program

Focused on:

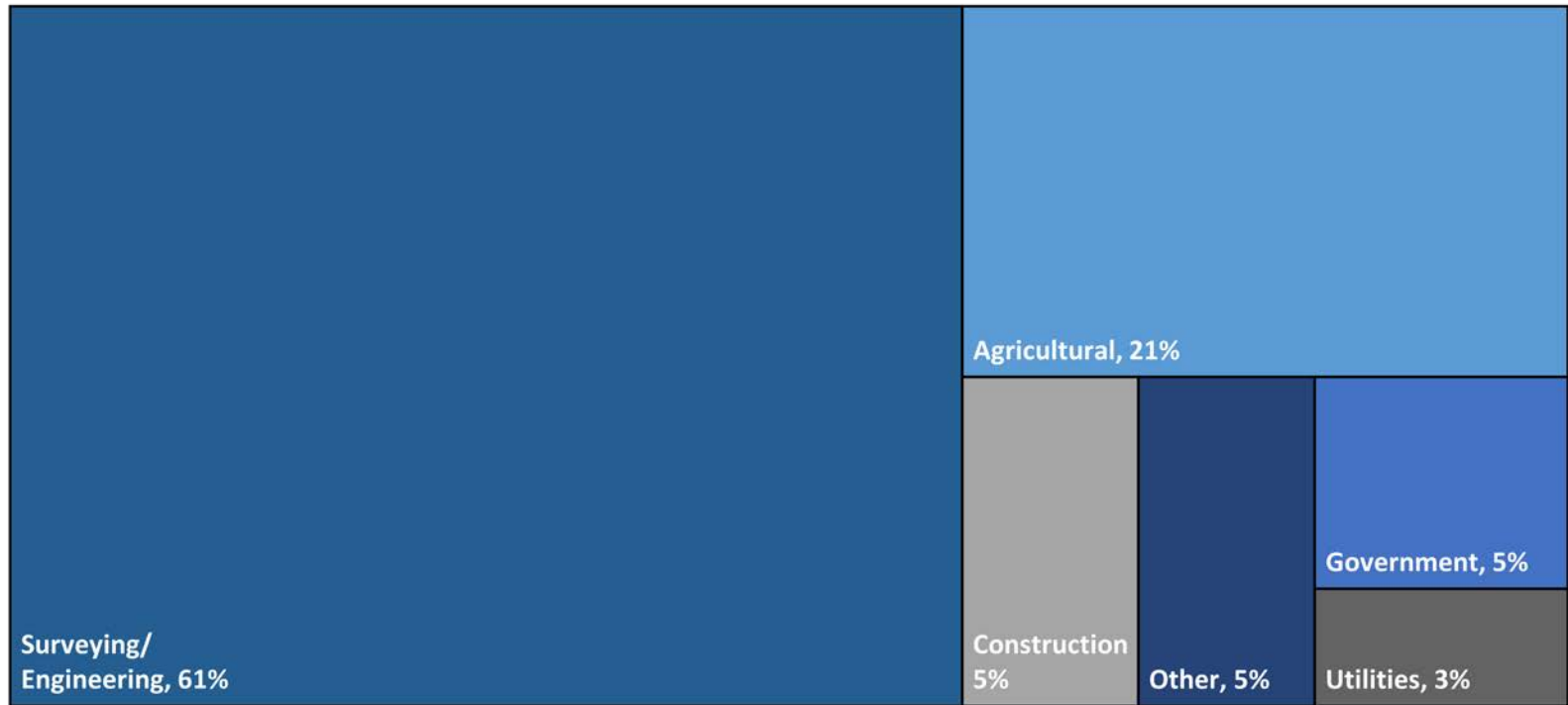
- Evaluating
 - Customer satisfaction with specific program areas
 - Clarity of communication
- Determining respondent perspective
- Gauging customer need for:
 - Industry specific outreach
 - Prospective program initiatives



Customer Focus: Survey Report FY 2017

- **SC Geodetic Survey**

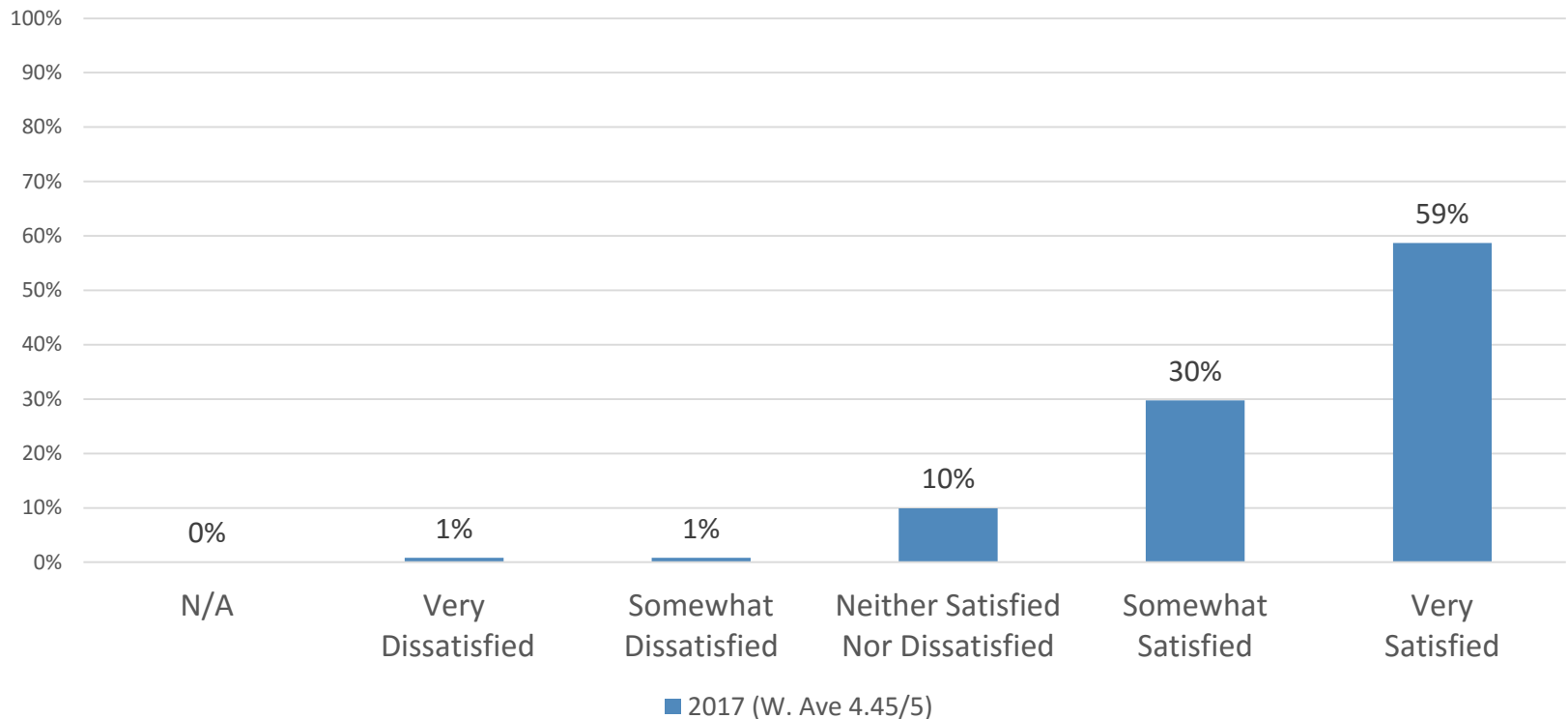
Real Time Network and Height Modernization
Industry Distribution



Customer Focus: Survey Report FY 2017

SC Geodetic Survey: Height Modernization and RTN

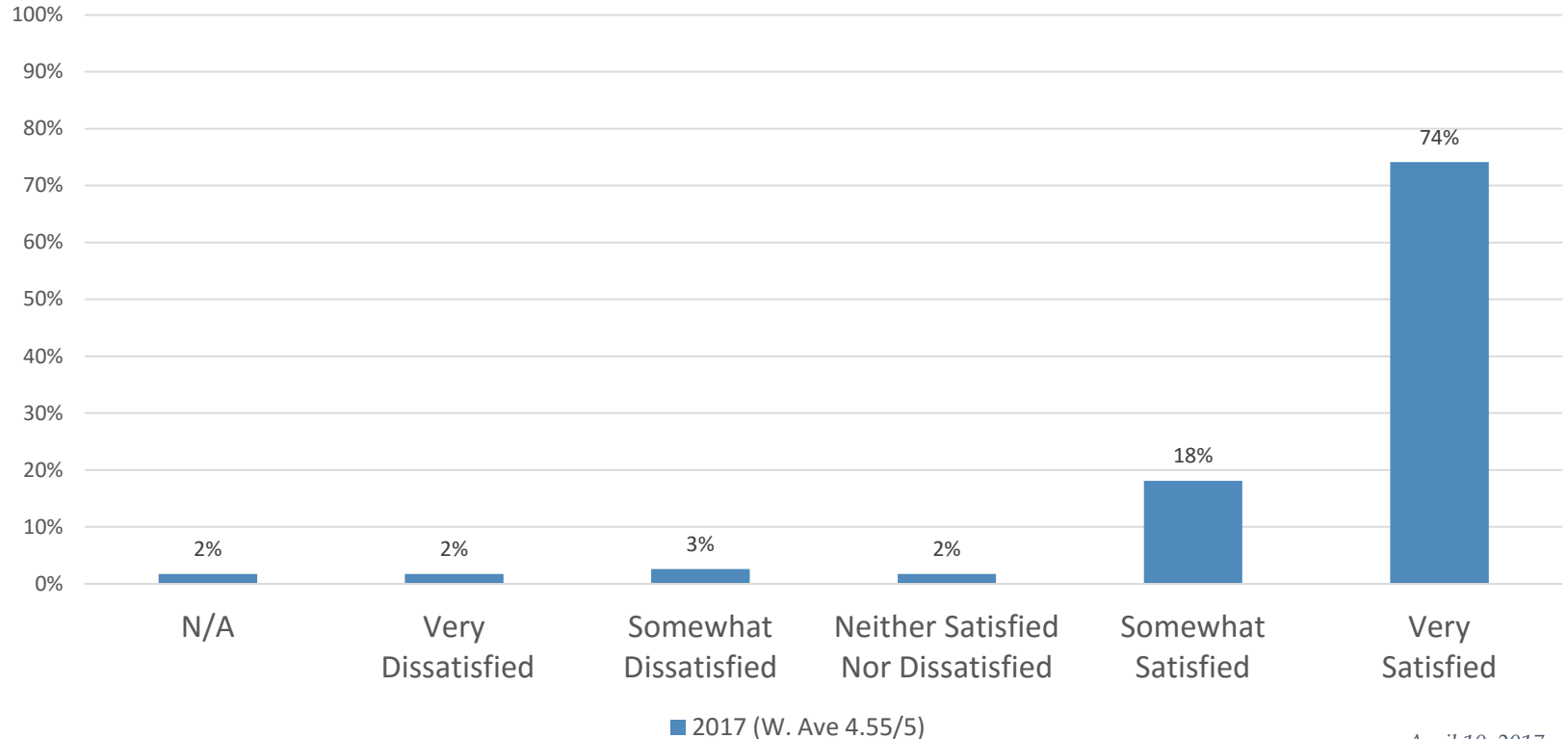
How would you rate the quality of the products, services, and information we provide?



Customer Focus: Survey Report FY 2017

- **SC Geodetic Survey: Real Time Network**

Please rate your level of satisfaction with the SC Real Time Network (RTN).



Customer Focus: Survey Report FY 2017

Geodetic Survey Takeaways:

- Overall, customers are very satisfied with SC Geodetic Survey (4.61/5)
- (Height Modernization) Design and implement mark maintenance program
- (RTN) Customer request for greater involvement in industry meetings
- (County Boundary) Program implementation has been well received



Customer Focus: Survey Report FY 2017

Intra-agency Surveys:

Human Resources and Information Technology

Focus areas:

- Employee satisfaction
- Timeliness
- Communication
- Courtesy/professionalism
- Understanding of subject matter

Key Findings:

- Need for additional communication on agency sections and committee roles and responsibilities
 - E.g.: Clarity around the role of HR vs Workforce Development vs PEBA/Retirement Systems
- Investigate best options for the communication of agency policies, procedures, and practices



Customer Focus: Survey Report FY 2017

- Lessons learned
 - Add opt-out options for survey candidates
 - Continue building and finessing question database
 - Add cover explanation of who RFA is and who we are not
- New survey content
 - Question regarding website content
 - Customer expectations from RFA over the next 3-5 years
- Next step
 - Continue working with managers for ongoing improvement
- Future detailed survey schedule
 - February 2018:
 - Fiscal Analysis
 - Health and Demographics



FUTURE MEETINGS

